

# County of San Bernardino

## Auditor/Controller-Recorder Office

### LOCATION

San Bernardino, CA

### OVERVIEW

The County of San Bernardino Auditor/Controller-Recorder's office serves residents by processing and safeguarding public records, such as marriage and birth certificates, notarized documents, and taxes. As part of due diligence for securing network access to this information, the Information Technology Services Department manages passwords for over 250 employees.

### NEEDS

Secure and convenient access to the network for county employees.

### DIGITALPERSONA PRODUCTS

DigitalPersona® Pro

### Security Challenge

The Auditor/Controller-Recorder IT Services Department is tasked with implementing county-level security policies from the Central County Information Services Department (ISD). When IT Services receives recommendations from the ISD on password complexity, they respond by setting up passwords based on a set of parameters such as the number of times a password can change within 30 days, the length of the password, and the mixture of alpha/numeric characters required. A couple of years ago, IT Services began receiving a lot of resistance from users on their ability to juggle and remember multiple 15-character passwords because they were burdensome and easy to forget. The help desk was spending an excessive amount of time resetting forgotten passwords.

### DigitalPersona Solution

In order to simplify things for the user and reduce help desk calls while still meeting county security requirements, the agency began evaluating biometric solutions. After reviewing several solutions, the IT Services Dept. chose DigitalPersona Pro because it provided powerful management capabilities and easy integration with Microsoft® Windows® Active Directory. Also, DigitalPersona had extensive experience in high security environments within the Federal Government such as the Department of Defense (DoD) where protecting information is mission-critical.

### Benefits

- **Cost Savings** - reduced help desk calls for forgotten passwords by 90%.
- **Convenience** - employees quickly log in using their finger.
- **Access control** - provides authorized employees access to restricted data and safeguards against unauthorized access.

### The Results

County employees now log on to the network with a simple touch of their finger to a DigitalPersona fingerprint reader, thus completely eliminating the need to remember complex passwords. "The strongest return on our DigitalPersona Pro investment came through a reduction in demand on our help desk, where help desk calls have dropped by 90 percent," said Patrick Honny, department information services manager.

The agency is now experimenting with title companies who use DigitalPersona Pro as an authentication method when electronically sending notarized documents to the Recorder's office. Instead of merely hitting a submit button, title company employees are required to use their fingerprint to validate authentication. This ensures that the person logging into the network is authorized to send documents.

### About DigitalPersona

DigitalPersona is the leading provider of biometric authentication solutions for enterprise networks and commercial applications. Founded in 1996, DigitalPersona designs, manufactures and sells solutions that improve security and regulatory compliance while resolving password management problems. The company's fingerprint readers utilize superior optical fingerprint scanning technology, providing an unmatched ability to authenticate users more accurately and rapidly regardless of finger placement. DigitalPersona's award-winning technology is used worldwide by over 25 million people in the most diverse and challenging environments.



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